

Issue 16: INSIDER'S EDGE's Most Important Person REVEALED and it's not who you think

Medicaid Marge here with **bombshell breaking news!** That's right, the INSIDER'S EDGE has uncovered the most important person in helping roll out health reform in Maryland.

DRUM ROLL PLEASE!



Ahem...AND THAT PERSON IS....

MEDICAID MARGE!

(just kidding)

IT'S YOU!!!!!!

Seriously! YOU! Maryland needs you now more than ever!

As we get closer to October 1, more people in Maryland will be learning about [Maryland Health Connection](#), our state's health insurance marketplace. Sadly, most Marylanders don't have the benefit of the INSIDER'S EDGE and Medicaid Marge's inside track on the latest and greatest about the ACA. Many Marylanders don't know a lot about health insurance and they will need your help to understand the changes ahead. When people begin applying for coverage through Maryland Health Connection during open enrollment from October 2013 until March 2014, they may need **YOUR HELP** applying.



It's a Party! Check out the guest list!

Lots of people are joining the ACA party here in Maryland. (I sure hope I brought enough snacks for everyone! I'd hate to run out of crab dip early. *So embarrassing!*) So who are the other VIPs who will be joining you at the exclusive ACA implementation party?

- **Navigators and Assisters:** Navigators and in-person assisters (IPAs) will perform the same functions, except that only certified Navigators will be permitted to assist consumers with selecting a Qualified Health Plan (QHP) in Maryland Health Connection. Navigators will receive training and must pass a final exam to be certified. Assisters will also receive training. Navigators and assisters will provide ongoing support with outreach and education, eligibility determinations, and enrollment in Medicaid and MCHP.
- **Producers:** Producers are certified to offer coverage for one specific carrier. They may come across people who qualify for Medicaid, not a commercial product, and send them to you for help enrolling in coverage.
- **Consolidated Services Center:** This call center will be available statewide for anyone to call and ask questions about their eligibility and coverage. It will serve people in both Medicaid and QHPs. Employees of the call center will receive training on Medicaid along with other training required by the Maryland Health Benefit Exchange.
- **Staff (obviously the true VIPs on this list):** You will continue to offer high-quality application assistance and answer questions about eligibility and coverage. Caseworkers will receive training to help prepare you for the changes that are coming.

Come back next time for another installment of the INSIDER'S EDGE!